

Cheshire East Borough Council

**SERVICE SPECIFICATION
FOR THE PROVISION OF Cygnet 20:20**

Part 1.

Introduction

Cheshire East Borough Council Children and Families Department has an exciting opportunity for an experienced Supplier to provide a new programme for 16 to 20 year old cared for young people /care leavers with the opportunity to participate in an enhanced traineeship placement. The programme will target young people who are/or at risk of being Not in Education Employment or Training (NEET) to participate in the programme for a 3 month term. The successful Supplier will be expected to source the placements with Cheshire East businesses and work with these organisations to ensure that the traineeships offer suitable outcomes for the young person and employer.

Cheshire East Context

Cheshire East local authority encompasses the major towns of Crewe and Macclesfield and a number of smaller towns including Wilmslow, Congleton, Sandbach and Nantwich. The population is around 363,800. Ambition for All – Cheshire East Community Strategy 2010 - 2025 describes the area as being relatively prosperous and a good place to live with 85% of residents saying they are satisfied with their local area. Employment rates are high and residents' earnings are around 9% higher than the national UK average. Despite the relative affluence of the local authority area, around 6% of neighbourhoods fall into the top 20% most deprived in England (Indices of Multiple Deprivation). Nine out of the fourteen lower super output areas are in Crewe with others located in the towns of Macclesfield, Congleton and Wilmslow. A total of 22,700 people live in these areas including 6,500 children and young people.



There are 42,500 households with 83,200 children aged (0-19 years) of these 44,000 young people aged between 11 and 19 living in the borough. Young people's educational attainment is generally good; the number of young people achieving 5 or more GCSEs grades A*-C including English and Maths is consistently above national averages. The majority of young people make successful transitions from school into college, work or training but too many young people who have been involved in the care system do not manage this change.

The Council Corporate Plan

The Council will work towards this 4 Year Plan (2016 to 2020) that focuses on:

- **Communities** – helping residents to help themselves and each other. Supporting volunteering and minimising antisocial behaviour.
- **Economy** – encouraging and supporting businesses to create high employment and opportunities for all.
- **Education** – supporting residents early to provide a great start in life.
- **Environment** – helping energy saving initiatives and making sure our green spaces make Cheshire East a great place to live.
- **Health** – safeguarding the vulnerable and providing appropriate care that helps people live well and for longer.



Further information can be found by following the link:

http://www.cheshireeast.gov.uk/council_and_democracy/your_council/council_finance_and_governance/cheshire_east_budget/cheshire_east_budget.aspx

Putting Residents First

Putting Residents First is about really listening and understanding what residents and businesses need and responding appropriately to provide the best possible **Service**.

- This requires **Flexibility**, which means us all adapting quickly to changing circumstances and learning together from our experiences.
- **Innovation** is about us being creative in our thinking and the way we approach our work and challenging convention where this no longer seems appropriate.
- Taking personal **Responsibility** is at the heart of our values in delivering what we promise, and ensuring efficient use of resources, whether this is our people, funding, processes, information or technology.
- Bringing this together is **Teamwork**, respecting and working well with others to collectively achieve the best outcomes for residents and communities.



The Council is rapidly changing and delivering more than ever before and our values reflect what we collectively believe will stand us in good stead in the years to come.

Putting Children and Young People First

Cheshire East Council Children and Families Department are committed to shaping our services with the voice of the child embedded within all our practices and services, as such has developed the following strategies and plans to support and continue to develop this ethos.

Children and young people's plan



The new children and young people plan for 2015-18 has been agreed. The priorities for the new plan are to ensure: -

The CYP Plan Priorities are:

1. Embedding listening to and acting on the voice of children and young people throughout services (same as having a voice)
2. Ensuring frontline practice is consistently good, effective and outcome focused (feeds into feel and be safe)
3. Improving senior management oversight of the impact of services on children and young people
4. Ensuring the partnership effectively protects and ensures good outcomes for all children and young people in Cheshire East (feeds into feel and be safe)



Further information can be found from:

http://www.cheshireeast.gov.uk/children_and_families/childrens_trust/childrens_trust.aspx

Corporate Parenting Strategy 2015 to 2017

This strategy is informed by cared for children and care leavers. The outcomes and priorities identified are those which our cared for children and care leavers have said they feel will make the greatest difference to their lives.

The Corporate Parenting Guide can be found at:

http://www.cheshireeast.gov.uk/schools/school_governors/cared_for_children_-_governors.aspx

Participation Strategy

We want Cheshire East to be a great place to grow up and all children and young people to have a great childhood. We know from our work to develop the Children and Young People's Plan that children and young people in Cheshire East are keen to be involved in considering the important social issues affecting them and their community and offering solutions, and we are passionate about the improvements that can be made when they get involved in decision making and community life.

Through this strategy we aim to raise the profile and benefits of participation, to introduce a common and consistent approach and give all our young citizens the inspiration and confidence to get involved.

Young People on our Shadow Corporate Parenting Board have told us that they want more help in developing their employability skills and to have work experiences which will help them demonstrate these skills and attitudes to potential employers.

The Participation Strategy can be found by following at:

http://www.cheshireeast.gov.uk/children_and_families/childrens_trust/childrens_trust.aspx

Guidance and Regulations

The Service is expected to be provided in line with the following Statutory Policies, Guidance and Frameworks (this list is indicative for guidance only and is not exhaustive and subject to change)

Care Standards Act 2000
Health and Social Care Act 2012
The Children Act 1989 amended 2004
Children and Families Act 2014
Human Rights Act 1998
Working Together to Safeguard Children 2015
UN Convention on the Rights of the Child (Article 12)
Health and Safety at Work Act
Equality Act 2010 amended (2016)
Data Protection
Freedom of Information legislation



The Supplier shall work together with the Council to ensure compliance with the above, ensure monitoring of standards; and work towards continuous improvement.

Part 2.

The Service

The Supplier will provide a new programme for 16 to 20 year old cared for young people /care leavers with the opportunity to participate in an enhanced traineeship. The programme will target young people who are/or at risk of Not in Education Employment or Training (NEET) to participate in the programme for a 3 month term.

The Supplier is expected to source and place 10 young people who will participate in an enhanced traineeship programme for three to six month duration with local Cheshire East employers/businesses. During the programme the Supplier will offer young people 1 development/tuition session and 2/3 days of work placement per week amounting to 20 hours in total.

The Supplier will design the programme in partnership with Cheshire East Virtual School and then, coordinate and market the programme to Young People and local Cheshire East businesses. This will include the interview and selection of Young People referred to the programme, ensuring Health and Safety checks are completed and that all Young People placed have an individual risk assessment.

Training and Qualifications

All Young People will be registered with Education Funding Agency (EFA) by the Supplier as learners on a suitable study programme (traineeship). Each Young Person will be supported to complete an employability qualification and also to improve their basic literacy and numeracy skills during the project, gaining qualifications if appropriate. The provider must be flexible and creative in the way that these qualifications are delivered, offering 1:1 sessions at times and places as agreed with the young person.

Work Experience

All young people will be provided with 2 to 3 days of work experience at a placement which is matched to their interests and abilities. This placement will begin as soon as possible (within three weeks as a maximum) once the young person has registered for the programme. Any pre-placement sessions such as health and safety taking place on a 1:1 basis at time and places as agreed with the young person. The provider will be required to maintain regular contact with the young person and provide reasonable support and advice. In the early stages of the programme this contact needs to be daily but may be reduced once then placement is operating successfully. The provider will also be required to contact the placement each week for updates on attendance, attitude and progress and to offer reasonable support the employer.

Young People Personal Development

The Supplier will provide all young people with access to a personal tutor who will

- be accessible to the young person during the working day
- Make contact with the young person daily during the initial stages of the work experience, reducing to no less than weekly once the placement is operating successfully.
- meet regularly, at times and venues as agreed with the young person for sessions to cover action planning, job applications, CV writing, self organisation
- support the young person to develop their maths and English skills

- support the young person to record their progress in a portfolio
- attend (or submit reports) to meetings about the young person

Financial Support for Young People

As cared for or care leaver learners registered on an Education Funding Agency (EFA) programme, the learners will be eligible for the maximum 16-19 Bursary support. Providers will be required to state their process for using this to support and motivate the learners and any conditions which will be applied to its issue.

Recording and Monitoring

The service must maintain ongoing records of the participation of young people and submit weekly to Cheshire East.

The Service must be:

Reliable - Children/Young People and their families need to be able to depend on the Service. The Service shall be delivered as specified and not changed or discontinued without the written agreement of the Council. It must be a robust service which is able to withstand the demands made upon it.

Flexible - The Service shall be capable of responding to the individual Children/Young Person and their families changing needs, recognising that provision may need to be adapted to meet a range of complex needs.

Sufficient - The Service shall be sufficient to enable the Children/Young People to live an ordinary and fulfilling life and be part of an overall network of support.

Co-ordinated - Services should be co-ordinated and adopt a multi-agency approach

Recruitment, Retention and Vetting of Staff

In 2008 the previous Government published the 2020 Children and Young People's Workforce Strategy. The Strategy set the vision that everyone who works with children and young people should be:

- ambitious for every child and young person
- excellent in their practice
- committed to partnership and integrated working
- respected and valued as professionals

The aim of the Strategy was to ensure that members of the workforce have the skills and knowledge to do the best job they possibly can to help children and young people develop and succeed across all the outcomes.

The Supplier shall ensure that the delivery of the Service emulates the 2020 Children and Young People's Workforce Strategy by being planned, delivered, monitored and evaluated by appropriately qualified, competent, experienced and confident staff. Workforce development, training and supervision appropriate to individual and staff group duties must be available to staff to ensure a high quality and safe service.

The Supplier is responsible for ensuring that it employs staff for the Service who have been subject to the following:

- The Staff group shall so far as is possible reflect the diversity of society and provide positive role models for all Children/Young People in terms of special needs including any disability; age; religion; racial origin; sexual orientation, culture and language and generally comply with the Equality Duty.
- The Supplier must develop clear, written job descriptions and person specifications for all posts to be established for this service. The Supplier may be required to supply copies of these documents to the Council and is expected to take reasonable note of any observations which the Council has.
- The Supplier must put in support mechanisms that provide staff with regular supervision, training and development. Other support services, for example, mentoring, counselling and buddy scheme should be on offer to staff.

Vetting

The Supplier will ensure that all staff are satisfactorily checked through the Disclosure and Barring (DBS) formally known as Criminal Records Bureau (CRB) and that repeat checks are made in line with current regulations. Staff should also be advised that all service posts are exempt from the Rehabilitation of Offenders Act 1984 and therefore all convictions, spent or otherwise, must be declared and that an enhanced check will be carried out with the Criminal Records Bureau by the Supplier.

The Supplier will obtain a minimum of two written references for each member of staff employed at the Service, one of which must be from a previous employer, and one verbal reference. Where staff have had previous employment in a care related field references should be sought from all previous employers.

Absence Management

Arrangements for covering staff absences must be factored into the core staffing capacity and the service should not be reliant on staff working overtime, or the use of agency staff other than for exceptional unplanned staff shortages.

The Supplier shall ensure that sufficient resources of trained and competent staff are available to cover all vacancies, holidays or staff sickness which may arise. The Supplier will also be expected to manage any changes to working patterns brought about by the European Working Time Directive and ensure that the staffing structure is Working Time Directive compliant.

Training

The Supplier shall ensure all staff employed within the service receives in-service training to enhance individual skills and to keep staff up to date with professional and legal developments for example:

- Child Sexual Exploitation (CSE)
- Safeguarding

Supervision

The Supplier shall ensure that all staff understands to whom they are accountable and staff shall be provided with regular supervision by appropriately qualified and experienced staff in accordance with the Supplier's Supervision Policy.

Safeguarding

Suppliers(s) will ensure services comply with safeguarding procedures outlined by Cheshire East Council through the Local Safeguarding Children Board:

<http://www.cheshireeastlscb.org.uk/professionals/procedures-and-guidance.aspx>

The operational policies of Suppliers will address the following:

- Safe provision and storage of medication
- How to make a referral under safeguarding procedures
- How to raise a concern in relation to domestic abuse
- How to report and respond to safeguarding concerns about the practice of staff or volunteers
- Set out how they will manage a complaint investigation and how the learning will inform practice and continuous development of the service
- Set out how the management and reporting of Sudden Unlawful Incidents and the reflective learning from such events informs future practice and continuous service development

Supplier (s) will be responsible for informing the commissioner of their practice through routine contract monitoring arrangements or earlier where it relates to a critical incident and or is deemed to be an emergency that warrants this step as a matter of urgency.

The safeguarding of children and must underpin all practice and Suppliers are expected to adhere to relevant legislation and guidance

Safeguarding Children and Young People

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

as well as statutory responsibilities within 1989 and 2004 Children Acts, critically:

" Local agencies, including the police and health services, also have a duty under section 11 of the Children Act 2004 to ensure that they consider the need to safeguard and promote the welfare of children when carrying out their functions.

Under section 10 of the same Act, a similar range of agencies are required to cooperate with local authorities to promote the well-being of children in each local authority area (see chapter 1). This cooperation should exist and be effective at all levels of the organisation, from strategic level through to operational delivery. Professionals working in agencies with these duties are responsible for ensuring that they fulfil their role and responsibilities in a manner consistent with the statutory duties of their employer. "

Cheshire East Local Safeguarding Children Board have policies that must be adhered to and evidenced within suppliers own policy, practice documents and records. The primary principle[s] here is that suppliers have robust policies, practices and pathways in place to escalate matters should this be required, therefore being able to: **Recognise, Respond, Record, Recruit Safely and Risk Assess well in respect of service user wellbeing and safety.**

Compliance with Local Safeguarding Children's Board's policy, procedures and protocols which must be regularly audited (including case recording audit) by the supplier. Suppliers are required to complete annually the self assessment as set out in the Safeguarding

Standards for Children at risk.

The Safer Recruitment and selection of Staff, and Volunteers must be robust and include appropriately the undertaking of Disclosure and Barring Scheme enhanced checks [DBS]. If these checks reveal information which would make the person unsuitable for work with children or vulnerable adults the supplier shall not employ or otherwise use such persons in any way.

Workforce training on the prevention of abuse and safeguarding practice as well as domestic abuse must be given to all employees as a part of their induction and continued professional development.

The Supplier will identify a named safeguarding lead. The 'named' safeguarding lead will have arrangements in place to ensure they are able to access enhanced safeguarding advice, support and knowledge.

The successful supplier and their safeguarding lead must have in place:

- Clear referral and access criteria and documented pathways;
- Arrangements for the management of escalating risk;
- An information sharing and confidentiality policy in place that is clear regarding when, legally, information can be shared without consent and explains service users' rights and responsibilities;
- A risk assessment process that accounts for a history of abuse and the person's vulnerability to abuse, including predatory behavior or sexual vulnerability
- A Quality Audit/Performance Monitoring system for safeguarding activity, that complies with contract and safeguarding performance reporting / monitoring requirements
- A clear process for reporting and managing allegations in relation to a member of staff or volunteer.

The service must immediately notify the Commissioner of any improper conduct by any of its staff or by one service user towards another, in connection with any part of this contract.

Note examples of improper conduct of staff or Volunteers include:

- Neglect/Acts of Omission/self Neglect - Causing harm by failing to meet needs e.g. ignoring physical or medical care needs, withholding food, medicines, failure to provide adequate supervision
- Physical - Hitting, pushing, slapping, and using inappropriate physical restraint, burning, drowning, and suffocating, withholding medical care, feigning the symptoms of ill health or deliberately causing ill health.
- Sexual - Sexual activity of any kind where the vulnerable person does not or is not able to give consent.
- Psychological - Including verbal abuse, humiliation, bullying and harassment. Persistent emotional ill treatment, cyber-bullying, seeing or hearing the ill-treatment of others, Domestic Abuse (see the below section)
- Discriminatory abuse - Treating a person in a way which does not respect their race, religion, sex, disability, culture, ethnicity or sexuality.
- Organisational abuse - Where routines and rules make a person alter his/her lifestyle

and culture to fit in with the institution.

- Financial - Taking money and/or property without permission. Using pressure to control a person's money/property/ benefits. Taking or offering any financial inducements.
- Modern Slavery / Trafficking – Smuggling is defined as the facilitation of entry to the UK either secretly or by deception (whether for profit or otherwise). Trafficking involves the transportation of persons in the UK in order to exploit them by the use of force, violence, deception, intimidation, coercion or abuse of their vulnerability.
- Radicalisation - is a process by which an individual or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that (1) reject or undermine the status quo or (2) reject and/or undermine contemporary ideas and expressions of freedom of choice.

Any staff member who is the subject of allegations must be suspended from providing any services under this contract until the matter is resolved to the satisfaction of the Commissioner. Where appropriate a report should be made to the local authority – for those working with children and young people to the Local Authority Designated Officer (LADO)

Suppliers will ensure that they have mechanisms in place to fulfil their duty with regard to the Independent Safeguarding Authority where they have dismissed an individual, or an individual has resigned, because they harmed or may harm a vulnerable person. Consideration of subsequent reporting to professional registering bodies will also be needed e.g. General Medical Council (GMC), Nursing & Midwifery Council (NMC).

Monitoring and Performance Management

Monthly Operational Meeting

The Registered Manager(s) will be expected to attend monthly Operational meetings to review the current service requirements and targets.

Quarterly Performance

The Supplier will be expected to submit a quarterly monitoring report to the Commissioners at least 10 working days before the Quarterly Performance Meeting.

The submitted return will need to contain details on the following criteria:

Key Performance Indicators (KPI's)

- 10 Young People successful join the programme
- 10 work placements are sourced
- 70% Young People remain within the programme for 3 month duration
- 60% of young people complete qualification
- 60% Young People progress onto employment, training or apprenticeships

Service Outcomes

	Describe how you have embedded listening to and acting on the voice of children and young people throughout services (same as having a voice)?
	Inputs: Outputs: Outcome: e.g. 100% of children are confident that they have been listened to and their concerns actioned.
	How are you ensuring frontline practice is consistently good, effective and outcome focused (feeds into feel and be safe)?
	Inputs: Outputs: Outcome:
	Improving senior management oversight of the impact of services on children and young people
	Inputs: Outputs: Outcome:
	Ensuring the partnership effectively protects and ensures good outcomes for all children and young people in Cheshire East (feeds into feel and be safe)
	Inputs: Outputs: Outcome: